

## **Confidentiality Policy for Staff**

All information concerning clients, former clients, our staff, volunteers, financial data, and business records of Spokane Valley Partners (SVP) is confidential. "Confidential" means that you are free to talk about SVP and about your programs and your position, but you are not permitted to disclose clients' names or talk about them in ways that will make their identity known. No information may be released without appropriate authorization. This is a basic component of client care and business ethics. The board of directors, staff and our clients rely on paid and volunteer staff to conform to this rule of confidentiality.

SVP expects you to respect the privacy of clients and to maintain their personal and financial information as confidential. All records dealing with specific clients must be treated as confidential. General information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential. Staff members are responsible for maintaining the confidentiality of information relating to other staff members and volunteers, in addition to clients.

Failure to maintain confidentiality may result in termination of your employment, or other corrective action. This policy is intended to protect you as well as SVP because in extreme cases, violations of the policy also may result in personal liability.

### *Rationale*

Confidentiality is the preservation of privileged information. By necessity personal and private information is disclosed in a professional working relationship. Part of what you learn is necessary to provide services to the client, other information is shared within the development of a helping, trusting relationship. Therefore, most information gained about individual client through an assignment is confidential in terms of the law, and disclosure could make you legally liable. Disclosure could also damage your relationship with the client and make it difficult to help the person.

As a staff member, you should be aware of the laws and penalties for breaching confidentiality. Although the agency is liable for your acts within the scope of your duty, giving information to an unauthorized person could result in the agency's refusal to support you in the event of legal action. Violation of the state statutes regarding confidentiality of records is punishable upon conviction by fines or by imprisonment or by both.

### **Certification**

I have read SVP's policy on confidentiality and the statement of Confidentiality presented above. I agree to abide by the requirements of the policy and inform my manager immediately if I believe any violations (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy may lead to disciplinary action, up to and including termination of service with SVP.

Employee Signature: \_\_\_\_\_

Employee Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Animal Policy

### I. General Instructions

Spokane Valley Partners fosters an environment of flexibility and openness. However, it also is concerned with security, liability, and health and safety issues for its employees and clients. For this reason, it is not appropriate to bring pets into the workplace. Employees, volunteers and clients are prohibited from bringing pets into SVP.

The Food and Drug Administration's Food Guide states: with few exceptions, live animals of any kind are not permitted on the premises of a grocery store, a restaurant or other food establishment. The prohibition applies to dogs, cats, birds and other animals. For this reason, it is not appropriate to bring animals into SVP that are not K-9 dogs or service animals.

### II. K-9 Dogs and Service Animals

The following dogs are allowed access to SVP:

A. K-9 Units. Law enforcement dogs are authorized at SVP as long as they're accompanying a police or security officer.

B. Service Dogs. As defined by [RCW 49.60.040](#). Laws that regulate dogs must not interfere with the rights of disabled people who use service dogs. The ADA allows disabled employees, customers and other business visitors to bring service dogs into their business. The disabled person must be in control of the dog at all times, and the business can restrict the dog's access, so it is only allowed in parts of the store where its activities don't pose a health or safety hazard.

### III. Implementation

A. [RCW 49.60.215](#) prohibits discrimination in a place of public accommodation due to the "use of a trained dog guide or service animal by a disabled person." It is within your rights to ask a dog's owner whether the dog is a service dog and what function the dog performs, but you can't require the owner to show you proof of his disability or the dog's status as a service animal.

1. SVP staff or volunteers may ask:
  - a. Is this a service animal?
  - b. What task has the animal been trained to perform?
  - c. Any patron to remove a service animal if:
    - The handler is unable to control the animal
    - The animal poses a threat to the safety and health of others
2. SVP staff or volunteers may NOT:
  - a. Require special I.D. for the animal
  - b. Inquire about the patron's disability
  - c. Refuse admittance, segregate, or treat the patron differently.

## B. Additional Instructions and Guidance

The answers to the following questions will help determine if SVP needs to allow an animal or if it can exclude an animal.

1. If the handler answers that the animal is trained to guide them, help with balance or mobility, alert them to a condition (either physical or situational), pick up or carry items, remind them to take medication, get help, stabilize them during a seizure, redirect their attention from a trigger, or do some other task or provide some service that the person is unable to do themselves or helps with a disability, then the animal is a trained service and must be allowed.
2. If the handler discloses their disability but refuses to disclose what the animal is trained to do for them, the animal can be excluded.
3. If the handler provides documentation or certification that the animal is a service animal, but neither the documentation nor the handler can explain what the animal is trained to do, the animal can be excluded. (There is no state or federal service animal registry or certification process, so such documentation has no legal meaning and can be purchased on the Internet by anyone.)
4. If the handler answers only that the animal can sit, stay, lie down, come when called, or do something else related to obedience and good manners, this does not indicate the animal is trained to provide services for a disability, and the animal can be excluded.
5. If the handler answers that the animal makes them feel better, helps them calm down, eases their depression, or something similar, this would indicate that it is the animal's presence alone that helps the handler, and that the animal is not trained to do a task or provide a service. Because the animal does not meet the training requirement, the animal can be excluded.
6. Under RCW 49.60.214 it will be a civil infraction under RCW 7.80 for any person to misrepresent an animal as a service animal. The penalty for the civil infraction can be up to \$250.00.
7. See-Washington State Human Rights Commission- <https://www.hum.wa.gov/>. Document SERVICE ANIMALS/LLINDSTRAND/FEB. 2019 RCW 49.60.040, RCW 49.60.215, WAC 162-26-130, RCW 49.60.214, RCW 7.80 (A)(B), WAC 162.22.100

Approved by  
Calvin B. Coblenz, CEO

## **SAFETY MANUAL**

### **Safety and Accident Prevention Program**

#### **CEO'S Safety Message**

We are very thankful to have you on our team as we work together to prevent hunger and poverty in the Spokane Valley, Spokane County and beyond. Spokane Valley Partners places a very high value on the safety and well-being of all employees and volunteers. I invite you to work together with us to build a culture of accident prevention.

It is our belief that prevention of occupational injuries and illnesses significantly enhances our ability to derive personal satisfaction from our jobs and volunteer opportunities. We have established this Safety and Accident Prevention Program to emphasize the integration of safety and health measures into each job task so that safety, health, and job performance become inseparable. This will only be accomplished through cooperative efforts from staff and volunteers who seek to eliminate accidents.

All staff and volunteers will receive safety orientation at the time they enter service or employment, and annually thereafter. All staff members also serve on SVP's Safety Committee, which meets during our monthly staff meeting. Volunteers are asked to bring any concerns or questions to me or another staff member for resolution.

Thank you for your commitment to these safety and prevention measures. I hope that we all have a safe and enjoyable experience as we serve to make our community a better place.

Kind Regards,

Calvin B. Coblentz  
CEO, Spokane Valley Partners

## I. General Instructions

This policy provides guidance to support SVP's goal of creating a safe, accident free environment for employees, volunteers, tenants, clients and visitors. SVP's Safety and Accident Prevention Program includes the policies within this manual tailored to this workplace that establishes procedures for: reporting injuries and illnesses, first-aid resources, to report unsafe conditions and practices, the use and care of personal protection equipment, how to respond to emergencies (including an emergency action plan), the identification and safe use of hazardous chemicals and materials, on-the-job safety reviews and inspections, orientation and training for involved personnel, and safety committee requirements. This program complies with WISHA regulations, specifically WAC 296-307-030.

## II. Basic Safety and Accident Prevention

### A. Employer Responsibilities

1. Spokane Valley Partners has a responsibility to ensure that all safety equipment, personal protection equipment and procedures are available, and workers have been properly trained in its use.
2. Every employee and permanent volunteer must receive initial and annual safety training to include: safety practices, employer and employee/volunteer responsibilities, reporting procedures for accidents/illnesses and unsafe conditions, accident investigation procedures, and first-aid supplies/plan.

### B. General Safety Policies for employees and volunteers at SVP facilities

1. Never do anything that is unsafe simply to get the job done. If a job is unsafe, report it to your supervisor or safety committee representative. We'll find a safer way to do it.
2. Actively support and participate in SVP's efforts to eliminate accidents and injuries.
3. Obey all safety and hazard warning signs. Observe all safety and health rules and apply the principles of accident prevention in day-to-day duties.
4. Keep aisles, walkways, stairways and working areas clear of slipping and tripping hazards. Keep all emergency equipment, such as fire extinguishers, fire alarms, fire hoses, exit doors, hallways and stairways clear of obstacles.
5. Know the location of all fire/safety exits and evacuation routes and procedures.
6. Good housekeeping prevents accidents. Clean up spills immediately, replace tools and supplies after use; don't allow scraps/waste to accumulate and become a hazard.
7. Always lift with your legs, not your back. Do not attempt to lift something too heavy or too high for you to lift safely. Ask for help.
8. No one under the influence of alcohol or drugs is permitted on the premises.
9. No horseplay, fighting, threatening, or aggressive behavior will be tolerated.
10. Only operate equipment when you have been authorized and properly trained; always observe safe operating procedures for that equipment.
11. Machines are to be turned off when you leave the area.
12. Un-escorted visitors are not allowed in nonpublic areas.
13. Smoking is only permitted outside and at least 25 feet from any entrance.
14. Do not bring explosive materials to SVP.

15. Report any job-related injury, illness, or property damage to a supervisor and promptly seek treatment.
16. Report hazardous conditions (i.e. unsafe equipment, floors, materials) and unsafe acts promptly to a supervisor or safety committee member (any staff member).
17. Be alert, ensure that all guards or protective devices are in place on machinery and electrical equipment, and prevent potential entanglement situations.
18. Use personal protection equipment when necessary, such as gloves, safety glasses, ear protection, and respirators.

### **III. Food Bank and Equipment Areas**

#### **A. Additional Equipment and Machinery Policies**

1. Do not remove or disable any safety device. Keep guards in place at all times when operating machinery.
2. Food bank manager will maintain a list of authorized forklift certified operators. Only those operators are to use the forklift and electric pallet jack.
3. When the forklift is in operation within the warehouse warning lights will be activated
4. When more than two people are in the warehouse the forklift operator will employ a spotter, if available
5. Always pay attention to the location of the forklift and pallet jacks in use
6. Maintain a safe distance of AT LEAST 10 feet from running forklift at all times
7. No open toed shoes are allowed in the warehouse

### **IV. First-Aid Resources and Training**

#### **A. First-Aid Supplies**

1. General first-aid supplies are located in: Food Bank warehouse, Lower Level kitchen, Administrative Office off the main lobby, Reception, and in all SVP owned vehicles.
2. An inspection of all first-aid kits and supplies will be conducted at least annually to restock and update items with an expiration date.
3. First-aid supplies on hand must be appropriate for injuries likely to occur in the SVP workplace such as: minor cuts and scrapes, burns, major bleeding, joint injuries.

#### **B. Automated External Defibrillator (AED)**

1. At least one AED will be in place and functional.
2. Primary AED location will be inside the Food Bank in the most accessible location for the entire building.

#### **C. Training**

All paid staff must receive bi-annual First-Aid, CPR, and AED training. *See SVP Training Policy for full details.*

### **V. Hazardous Chemicals and Materials**

#### **A. Choosing Appropriate Products**

When possible, SVP will choose to use products that are less hazardous to health and safety as long as they are effective for the intended purpose.

#### B. Storage

All potentially harmful chemicals and materials will be stored in a safe location. Volatile substances and gasoline powered equipment will be stored in an outside metal storage building.

#### C. Use

When using potentially hazardous chemicals or materials, appropriate levels of protection should be employed. This may include gloves, eye protection and respirators.

### **VI. Reporting and Investigating Procedures**

#### A. Reporting Injuries

1. Every injury or illness incurred on SVP property will be reported to a supervisor or staff member at the time of the incident, regardless of severity.
2. An SVP supervisor will document on an SVP Accident/Incident Report Form.
3. The CEO will review and initial all Accident/Incident Report Forms.

#### B. Reporting Unsafe Conditions or Actions

1. Employees and volunteers are required to report any condition or action that appears unsafe to an SVP staff member or supervisor.
2. If the unsafe condition or action is easy to correct, fix it on the spot.
3. If the reported safety concern is not easy to fix or in question, the appropriate staff member will begin corrective actions or assessments to determine the best course of action. All major concerns will be documented, and the CEO will be informed.

#### C. Accident Investigation

An accident investigation will be conducted to determine the cause(s) of each incident and to determine appropriate action(s) to be taken to correct the problem and prevent recurrence. All accidents should be investigated, regardless of severity. The CEO is responsible for investigating all accidents, reviewing the facts, reviewing the Accident /Incident Report Form and ensuring that any necessary corrective measures are taken.

Guidelines for Investigating:

1. Start the investigation as soon as possible.
2. Secure the area when and where the injury happened.
3. Obtain statements from all witnesses (to obtain facts, not to place blame).
4. Obtain any other information from employees or witnesses concerning the accident that may be relevant.

5. Use pictures or sketches of the area to establish facts of the injury or property damage, if useful.
6. Have the injured person (if possible) complete an Accident/Incident Report Form.
7. Have appropriate supervisor complete an Accident/Incident Report Form.
8. Complete the investigation as soon as possible.

#### D. Serious or Fatal Injury

1. In the event of a serious injury, work must stop, render aid, call emergency services, and the workplace is to be left unchanged to allow staff to investigate.
2. In the event of a fatal injury or multiple serious injuries, the area must be left alone, and the Department of Labor and Industries must be called to investigate.

### VII. Fire and Emergency Action Plan

A. Training will be provided to all employees on the following Fire Protection Program elements:

1. How to recognize and properly respond to a fire alarm system alert.
2. How to properly evacuate the building in the event of a fire.
3. What procedures to follow in the event of a fire, including alerting the fire department, where to assemble after evacuation, and roll call by supervisors.

#### B. Fire Evacuation Procedures

1. In the event of a fire an alarm should be triggered by smoke sensors. Pull stations are located throughout the facility and can be used to activate evacuation in case the sensors have not been triggered. The Food Bank Warehouse is the only area covered by a fire suppression sprinkler system, in that area water will be dispensed to help suppress fire and aid in safe evacuation.
2. All personnel and clients are to immediately evacuate using the closest exit. Do not return to your work area to retrieve belongings. Help those who need assistance to safely evacuate the building. Evacuate and assemble at the SOUTHWEST corner of the parking lot.
3. The fire/security monitoring agency will automatically receive notification of an incident upon the activation of the fire system. The monitoring service will dispatch emergency services. However, immediately after evacuation a staff member should call 911 to confirm.
4. The ranking staff member present will take charge. A reasonable assessment will be conducted to determine that all personnel are out of the building, including staff, volunteers, tenants, and clients. That assessment will be relayed to emergency response authorities. Once emergency services are on the scene, they will be in charge of determining when it is safe to re-enter the building.

*For more complete details see the SVP Fire Evacuation Disaster Plan, Addendum XXXX*

### VIII. Safety Committee, Reviews and Inspections

A. Safety Committee is comprised of all SVP supervisors and chaired by the CEO. The responsibilities and activities of the committee include:

1. Monitor the safety program and its effectiveness.
2. Promote and publicize safety for the agency.
3. Meeting quarterly to discuss safety and health concerns.
4. Ensuring that “safety” is on the agenda at monthly staff meetings.
5. Review job procedures and recommend improvements.
6. Accept and evaluate employee/volunteer/client suggestions.
7. Review Accident/Incident Reports.
8. Assist in accident investigations to identify trends.
9. Conduct in-house safety inspections quarterly.
10. Maintain safety.

Approved by  
Calvin B. Coblenz, CEO

Appendixes to Add:

- Accident / Incident Report Form
- Fire Evacuation Disaster Plan

Checklists to Follow:

- Quarterly Safety Inspection Checklist
- Annual Safety Meeting & Training Topics Checklist
- Employee / Volunteer Safety Training Checklist (Appendix to Training Policy)

## **Transportation Policy**

### **I. General Instructions**

This policy provides standards and guidelines for transportation and vehicle use in association with Spokane Valley Partners. The intent is to clarify what SVP provides and what volunteers may provide, in connection to SVP programs. These guidelines are in place to ensure the safety and wellbeing of everyone involved and to minimize liability and risk for those providing service.

Staff and volunteers sometimes will use privately owned vehicles to conduct official agency business such as travel to and from meetings and events, to retrieve donations, mail, or to make deliveries. The following are requirements for all vehicles used to conduct business for or in connection to Spokane Valley Partners, whether owned by SVP or by staff or volunteers.

### **II. General Vehicles Usage**

#### **A. Vehicles Owned by SVP**

1. SVP vehicles are to be used for official agency business only.
2. SVP vehicles will be maintained and serviced appropriately to prevent accidents.
3. Insurance coverage will be maintained at levels established by CEO, to exceed state minimums.
4. An approved list of drivers will be maintained, and copies of driver's licenses filed annually for all operators at SVP and with its insurance broker.
5. Only staff and approved volunteers are to ride in SVP owned vehicles.

#### **B. Private Vehicles Used for SVP Mission**

1. To be used for SVP business, private vehicle owners must maintain at least state minimums of liability insurance coverages.
2. Operators must have a valid state driver's license.
3. SVP may require a copy of driver's license and insurance document to file annually, depending upon the nature and frequency of the volunteer's vehicle usage.
4. Understand that in case of an accident while conducting SVP business, the owner's insurance will be used as primary and SVP insurance will be secondary for claims.
5. Volunteers DO NOT receive mileage reimbursement payment. However, the volunteer may track mileage to report as a donation for Federal or State taxes, following guidance from those government agencies. SVP will not be responsible for verifying volunteer mileage documentation.

### **III. Transporting SVP Clients or Program Recipients**

Spokane Valley Partners provides no official transportation for clients or program recipients to or from our facility or programs.

- A. SVP owned vehicles and SVP employee owned vehicles will not be used to transport clients or program recipients.
- B. While there are some volunteers that will at times provide transportation to some clients or program recipients with whom they are comfortable, this is not being provided as a service

from Spokane Valley Partners, but rather by that volunteer. If a volunteer desires to provide that act of hospitality to clients or program recipients, the following guidelines MUST be met to reduce potential liabilities or accusations:

1. Whenever possible more than one volunteer should be in the vehicle with the client or recipient to provide witness.
2. Maintain a log to track the following:
  - Name of driver/owner of vehicle
  - Name of additional volunteer witness accompanying the driver
  - Name of person(s) being transported
  - Destination address(es)
  - Times: when departed SVP, when dropped client/recipient at destination address, when returned to SVP (if they return)
3. A copy of the log must be given to SVP at least monthly.
4. It is the responsibility of the volunteer driver to ensure that all pertinent motor vehicle laws are obeyed, including seatbelt and child restraint standards.
5. The volunteer driver understands that by offering this service they choose to take responsibility for any liability they may incur as a result.

Approved by  
Calvin B. Coblentz, CEO